Conversion and Implementation

Q: Whom do we call for support following the implementation of CADDIS? How will issues be reported by us, and dealt with by the CADDIS team?

A: You will continue to contact the DDS Help Desk for support, either by phone, fax or email. DDS staff will be working with the contractor to resolve issues.

Q: What information will be converted from UFS and SANDIS?

A: All current UFS and SANDIS data will be converted to CADDIS. Five years of financial history will also be converted.

Q. I get a message when I log into CADDIS (and at other times in the application) asking if I want to display the nonsecure items on the page. How can I get rid of that annoying message?

A. You are receiving these messages because an option in Internet Explorer has not been set correctly for CADDIS. In Internet Explorer 6.0, go to Tools -> Internet Options -> Security (tab) -> Internet -> Custom Level. Scroll down to the Miscellaneous section and set "Display mixed content" to "Enable." It should be noted that this setting must be set for each user that logs on to any given PC. The setting is user-specific, not hardware-specific. It is possible to do a mass change. Ed Araim at CVRC has developed a file to change multiple PCs at once. Contact Ed at earaim@cvrc.org and he will email the instructions and file to you. (Thanks Ed!)
There are several other Internet Explorer option requirements for CADDIS, which you can find in the Training Plan under Training Classroom Certification Checklist. All of these options are user-specific.

Q. How do I know what to do to prepare for the environment validation check?

A. Validation worksheets will be sent to your RC about one month prior to your scheduled environment validation check. This is a validation of workstation and network readiness for CADDIS go-live. Everything you need to have in place prior to your go-live date will be detailed on this worksheet. Some information on the equipment requirements can be found in Appendix 6 - Training Classroom Certification Checklist - of the Training Plan, available on the CADDIS Project web site. Scroll down to the equipment requirements section.